

REQUEST FOR QUALIFICATIONS/QUOTATIONS

RFQQ #1034-369

Project Title: Medicaid Information Technology Architecture
State Self-Assessment (MITA SS-A)

Estimated Contract Period: June 2010 through March 2011.
Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Proposal Due Date: All Proposals whether mailed or hand-delivered must arrive by 3:00 p.m. Pacific Standard Time on April 29, 2010.

Submit Proposal To:

Proposal Delivered by Mail:
Paul DesJardien, RFQQ Coordinator
Department of Social and Health Services
Administrative Services Division
Central Contract Services
PO Box 45811
Olympia, WA 98504-5811

Proposal delivered by Express / Hand Delivery, Or Courier:

Paul DesJardien, RFQQ Coordinator
Department of Social and Health Services
Administrative Services Division
Central Contract Services
14th and Jefferson Street, 2nd floor OB2
Olympia, Washington 98504

Faxed bids WILL NOT be accepted.
E-mailed bids WILL NOT be accepted.

Procurement Website: <http://www.dshs.wa.gov/ccs>
WEBS: <https://fortress.wa.gov/ga/webs/>

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SECTION A. SUMMARY OF PROJECT

1. Purpose of Request for Qualifications/Quotations

This Request for Qualifications/Quotations (RFQQ) is issued by the Washington State Department of Social and Health Services (DSHS) Health and Recovery Services Administration (HRSA). DSHS is Washington State's single state agency for Medicaid operations and is mandated by the federal government and the State of Washington to administer state and federally funded medical assistance programs for Washington State's needy citizens. HRSA is the steward of the Medicaid Management Information System (MMIS), which is the mechanized claims processing and information retrieval system required by the federal government.

DSHS invites Proposals from qualified Bidders for conducting the Medicaid Information Technology Architecture (MITA) State Self-Assessment. The federal Centers for Medicare and Medicaid Services (CMS) introduced this national IT initiative for an integrated business and IT transformation affecting the Medicaid enterprise in all states with the long term goal of gaining efficiencies and realizing cost savings through the standardization of system solutions. MITA includes an architecture framework, processes, and planning guidelines that allow State Medicaid enterprises to meet their Medicaid objectives while supporting unique local needs.

The first phase of the MITA initiative is the MITA State Self-Assessment (MITA SS-A) and is described in Part 1 Chapter 6 of the MITA Framework document. The MITA SS-A is the state's review of strategic goals, objectives and current business capabilities against the MITA Business Capabilities Matrix. MITA documents can be obtained at the CMS MITA website: http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp

This project requires experience with MITA Framework 2.0 and will entail a comprehensive analysis of Medicaid business processes. The purpose of the completed MITA SS-A is to identify the "As Is" state and the "To Be" (target) state of Washington's Medicaid business enterprise. The MITA SS-A process utilizes standard methodology and tools to document current business processes and capabilities and to document how Washington plans to conduct business in the future. The MITA SS-A will be used as a baseline for purposes of evaluating the value of future initiatives and MMIS enhancements. The Contractor will work with DSHS to develop a transition plan that charts a path for future transformation and growth.

2. Background

DSHS provides medical and social services to over one million low-income residents, paying over \$4 billion annually to medical and social service providers. The DSHS Health and Recovery Services Administration (HRSA) manages many of the medical programs within DSHS, and coordinates efforts with other DSHS administrations that provide medical and social services.

The mission of HRSA is to provide access to quality health care and recovery services for Washington's most vulnerable residents. Washington's MITA initiative, which begins with the SS-A of current business processes, provides DSHS the opportunity to utilize components of the MITA business architecture to review goals and objectives, and to develop strategic improvements to its Medicaid operations.

DSHS HRSA Division of Systems and Monitoring (DSM) is responsible for the operation and maintenance of the MMIS, and the Division's Office of Medicaid Systems and Data is responsible for working with Medicaid policy and operational staff, federal agencies, and MMIS contract staff. For this project, DSM staff will coordinate with internal ProviderOne staff, the current MMIS contractor, and the selected MITA SS-A Contractor on a daily basis. One Project Director and one Project Manager will be assigned and will be responsible for coordinating all assignments, providing direction to the MITA SS-A Contractor, and monitoring Contractor performance through regular status updates. DSHS will utilize project methods and practices currently in place and managed through DSM's Project Management Office.

DSHS is nearing implementation of a new state-of-the-art MMIS named ProviderOne. ProviderOne enhances DSHS' ability to utilize modern technology, and will be implemented in 2010, after which time DSHS will prepare for certification of the system.

DSHS received a Medicaid Transformation Grant for funding of a new Second-Generation Fraud and Abuse Detection System (FADS) which will also be implemented during 2010. The ProviderOne MMIS and new FADS will be treated as part of the existing "As Is" MMIS for the MITA SS-A.

DSHS' MMIS utilizes a Facilities Management operations and maintenance model, where state staff perform the majority of operations, including provider enrollment, claims administration and processing, prior authorization, configuration and reference file updates and Coordination of Benefits/Third Party Liability. The MMIS contractor is Computer Network Services Inc. (CNSI), who is responsible for system maintenance including system enhancements and upgrades, and data center operations and support.

DSHS is also seeking to augment its Health Information Technology (HIT) capabilities and improve its business operations and processes by utilizing the MITA framework. Completion of the SS-A will identify the maturity of our current business processes and assist in the development of a five to ten year strategic plan for improving the maturity of those processes. It will also assist us in identifying and prioritizing future initiatives.

3. Project Scope

The SS-A begins with validation of the "As Is" Business Process descriptions with internal and external stakeholder groups, and documentation of the "As Is" business. The Current Business Model will then be mapped to the MITA Business Process Model and MITA maturity levels assigned. The Contractor will perform this analysis and mapping, and will provide associated analysis and

findings to create the deliverable document. The Contractor will prepare a System and Technical Capability assessment and create the associated deliverable document.

Business Process documentation developed as part of the ProviderOne Project and/or certification will be leveraged to access the current business capabilities. Current "As Is" capabilities will be assessed and will provide a baseline against which DSHS can intentionally identify and prioritize new "To Be" target capabilities to be implemented.

This SS-A will be used as a baseline for purposes of evaluating the value of future initiatives and MMIS enhancements. The Contractor will work with DSHS to facilitate "vision" discussions to determine DSHS' target capabilities and develop a transition plan that charts a path for future transformation and growth.

4. Minimum Qualifications

Bidders must have the following demonstrated skills and experience in order to be considered responsive to this RFQQ:

- a. The proposed project manager must have at least five (5) years of experience in projects across the breadth of Medicaid.
- b. The lead analyst must have at least three (3) years experience with Unified Modeling Language (UML) or similar modeling methodology and one year experience with Health Level 7 (HL7), tool sets and methodologies.
- c. Project Staff must have at least one (1) year experience in interviewing staff, analysis of incoming data and assimilation into business models.

5. Funding

DSHS has an approved budget **not to exceed \$450,000** for this Contract. DSHS may reject any Proposal in excess of that amount. Any Contract awarded is contingent upon the availability of funding.

6. Auxiliary Aids and Services

DSHS will provide access to this RFQQ document to individuals with disabilities. Please contact the RFQQ Coordinator to request auxiliary aids and services for this RFQQ.

If an individual believes that the department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit (IU) for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at <http://www.dshs.wa.gov/pdf/Publications/22-171.pdf>.

7. Minority & Women's Business Enterprises (MWBE)

In accordance with the legislative findings and policies set forth in RCW 39.19, the State of Washington encourages participation in all of its contracts by

Minority & Women's Business Enterprises (MWBE) firms either self-identified or certified by the Office of Minority & Women's Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the minority and women's business community.

Participation by MWBE contractors may be either on a direct basis in response to this RFQQ or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Bids, no minimum level of MWBE participation shall be required, and Bids will not be evaluated, rejected or considered non-responsive on that basis.

Bidders may contact the Office of Minority & Women's Business Enterprises (OMWBE) at <http://www.omwbe.wa.gov/index.shtml> to obtain information on certified firms for potential sub-contracting arrangements or for information on how to become certified.

Nothing in this section is intended to prevent or discourage participation from non MWBE firms, as well as MWBE firms.

8. **Definitions.** The following terms which appear in this RFQQ have the meaning that is defined below for the purposes of this RFQQ:
- a. Apparently Successful Bidder - A Bidder selected as having submitted a successful Proposal, based on the final determination of DSHS management taking into consideration the Bidder's final Proposal score and which Proposal(s) best meet the needs of DSHS. The Bidder is considered an "Apparently" Successful Bidder until a contract is finalized and executed.
 - b. Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFQQ.
 - c. Bidder - An individual, organization, public or private agency, or other entity submitting a Proposal in response to this RFQQ.
 - d. Centers for Medicare and Medicaid Services (CMS) – A federal office under the Secretary of Health and Human Services, responsible for the review/approval of the contract and for 90% Federal Funding Participation (FFP).
 - e. Contractor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
 - f. Deliverables – Contractor's products which result from the services and which are prepared for DSHS during the course of the Contractor's performance.
 - g. Department of Social and Health Services (DSHS) – A State of Washington Department that provides medical and social services to children and families in the State of Washington.
 - h. Issue - To mail, post or otherwise release this RFQQ as a public document to interested parties.

- i. Key Personnel - Staff being proposed to do the work under this Proposal.
- j. Medicaid Management Information System (MMIS) – The federally approved system used by the Washington Medicaid program to pay provider claims for goods and services authorized under the State Plan.
- k. Medicaid Information Technology Architecture Initiative (MITA) – A federal initiative to modernize the technology and architecture of Medicaid Management Information Systems (MMIS) and intended to foster integrated business and Information Technology transformation across the Medicaid enterprise to improve the administration of the Medicaid program.
- l. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFQQ.
- m. Protest - An objection by the Bidder, in writing, protesting the results of this RFQQ, and which complies with all requirements of this RFQQ.
- n. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- o. RFQQ - Request for Qualifications/Quotations; i.e., this RFQQ document.
- p. RFQQ Coordinator - The person named in this RFQQ as the RFQQ Coordinator, or the RFQQ Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFQQ for potential Bidders and other interested parties.
- q. Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- r. Submit - To deliver to the DSHS RFQQ Coordinator any of several documents described in this RFQQ and in the manner specified in this RFQQ.
- s. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- t. WEBS – Washington’s Electronic Business Solution. DSHS encourages all bidders to register with WEBS at <http://www.ga.wa.gov/Webs/>.

SECTION B. PROCUREMENT PROCESS

1. Procurement Contact Information

Upon release of this RFQQ, all communications concerning this RFQQ must be directed only to the RFQQ Coordinator listed below. Any communication directed to DSHS staff or consultants, other than the RFQQ Coordinator, may result in disqualification.

Contact: Paul DesJardien, DSHS RFQQ Coordinator
Department of Social & Health Services
Administrative Services Division/ Central Contract Services

Mailing Address: P.O. Box 45811
Olympia, WA 98504-5811

Physical Address: Office Building 2 – 2nd floor
14th and Jefferson Street
Olympia, WA 98504

Telephone: 360/664.6085

FAX 360/664.6184

E-mail Address: paul.desjardien@dshs.wa.gov

2. Acceptance of RFQQ Terms

The Bidder acknowledges that the submission of a Proposal which includes a signed Bidder Certification and Assurances Form, attached as Exhibit A, constitutes a binding offer.

3. Procurement Schedule

The Procurement Schedule outlines the tentative schedule for important action dates and times. All dates after the proposal submission due date are approximate and may be adjusted as conditions indicate, without amending this document. It is the Bidder's sole responsibility to periodically check the DSHS procurement website, and/or WEBS, for amendments to this document.

Figure 1. *PROCUREMENT SCHEDULE*

Item	Action	Date
1.	DSHS Issues RFQQ	April 8, 2010
2.	Bidder may submit written questions until 3:00 p.m. Pacific Time	April 14, 2010
3.	DSHS will Issue responses.	April 20, 2010
4.	Bidder must submit Proposal by 3:00 p.m. Pacific Time	April 29, 2010
5.	DSHS evaluation of Proposals	May 4, 2010 – May 6, 2010
6.	Bidder Oral Presentations if determined to be necessary by DSHS	May 7, 2010 – May 10, 2010
7.	DSHS notifies Apparently Successful Bidder and begins contract negotiations	May 11, 2010
8.	DSHS notifies unsuccessful Bidders	May 11, 2010
9.	Bidders may request Debriefing until 3:00 p.m. Pacific Time	May 13, 2010
10.	DSHS holds debriefing conferences, if requested	May 18, 2010
11.	Unsuccessful Bidders may submit Protest(s) until 3:00 p.m. Pacific Time	May 25, 2010
12.	DSHS considers and responds to any Protests	May 26, 2010 – June 3, 2010
13.	Contract Execution	Anticipated June 15, 2010

4. Contract

DSHS intends to award ***one contract*** to provide the services described in this RFQQ.

The term of the Contract is expected to last (9) months commencing upon the start date or execution date, whichever is later. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS. The term of the Contract may be extended by amendment two (2) times for up to six (6) months per amendment.

Additional services that are appropriate to the scope of this RFQQ, as determined by DSHS, may be added to the resulting contract by a written amendment mutually agreed to and executed by both parties.

5. Ethics

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

6. Insurance

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as an exhibit.

7. Proprietary information/public disclosure

Materials submitted in response to this RFQQ shall become the property of DSHS and the proposals shall be deemed public records as defined by RCW 42.56.

The Bidder's Proposal must include a statement on the Letter of Submittal identifying the pages of its Proposal, if any, which contain information the Bidder considers proprietary. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner. Bidders may not mark their entire Proposal proprietary.

If DSHS receives a request to view or copy a Bidder's Proposal, DSHS will respond according to applicable law and DSHS' policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in a Proposal without giving the Bidder ten (10) days notice to seek a relief in superior court per RCW 42.56.540.

8. Communications

All communications concerning this RFQQ must be directed only to the RFQQ Coordinator. Any communication directed to DSHS staff or consultants, other than the RFQQ Coordinator, may result in disqualification. Proposals should be based on the material contained in this RFQQ, any related amendment(s), and any questions and answers directed through the RFQQ Coordinator.

9. Questions and Answers

Bidders may fax, e-mail, or mail written questions to the RFQQ Coordinator. Questions will be accepted until the date set forth in the Procurement Schedule. Early submission of questions is encouraged. Questions and answers will be posted on the DSHS Procurement website. Bidders may only rely on written statements Issued by the RFQQ Coordinator. Any oral communications are unofficial and are not binding on DSHS.

10. RFQQ Amendments

DSHS reserves the right, at any time before execution of a contract, to amend all, or a portion, of this RFQQ. Amendments will be posted on the DSHS Procurements Web site and/or WEBS. If there is any conflict between amendments or between an amendment and this document, whichever document was issued last in time shall be controlling.

11. Retraction of this RFQQ

DSHS reserves the right to retract this RFQQ in whole, or in part, at any time without penalty.

12. Submission and Contents of Proposals

a. Submission of Proposal

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The Proposal is to be sent to the RFQQ Coordinator, either by mail or hand delivery, at the address specified in Section B.1, Procurement Contact Information. DSHS will not accept any Proposal submitted by fax. DSHS will not accept any Proposal submitted by email.

Bidders should allow sufficient time to ensure timely receipt by the RFQQ Coordinator. Bidders assume the risk for the method of delivery and for any delay in the mailing or delivery of the Proposal. DSHS will disqualify any Proposal and withdraw it from consideration if it is received after the proposal submission due date and time.

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

b. Format of Proposal

- (1) The Bidder must Submit Proposals on standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- (2) The Bidder must use a font size of 12 or larger.
- (3) The Bidder must Submit Proposals in separate three-ring binders as specified in Section III.C., Contents of Binders. The Bidder must provide tabs separating the major sections of the Proposal, and must note the name of their company/organization on the front cover.

c. Contents of Binders

The Bidder must submit one binder marked "Original" and three (3) binders marked "Copy." All copies must be identical in content to the "Original" as the evaluators will only be evaluating the copies. The Bidder must identify on the original and each copy of its Proposal the RFQQ # 1034-369 and the RFQQ

Title: Medicaid Information Technology Architecture (MITA) State Self-Assessment (SS-A).

The Bidder must include in the "Original" binder one soft copy in Microsoft Word 2000 compatible file format, or Microsoft Excel 2000 compatible file format if appropriate, on a CD-ROM with a label on the CD identifying the Bidder's name and RFQQ# 1034-369.

Proposals must address the sections of this RFQQ in the same order as presented here, with the same headings.

(1) Table of Contents

(2) Section 1: Administrative Requirements

(3) Section 2: Management, Experience, and Qualifications Proposal

(4) Section 3: Cost Proposal

13. Non-responsive Proposals

All Proposals will be reviewed by the RFQQ Coordinator to determine compliance with administrative requirements and instructions specified in this RFQQ. DSHS may reject or withdraw a Proposal at any time as nonresponsive for any of the following reasons:

- a. Incomplete Proposal
- b. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- c. Failure to comply with any part of this RFQQ or any exhibit to this RFQQ
- d. Submission of incorrect, misleading, or false information

14. Minor Irregularities

DSHS may waive minor administrative irregularities related to any Proposal.

15. Cost to Prepare Proposal

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting, or presenting a Proposal for this RFQQ.

16. Joint Proposals

If Bidders submitted a joint Proposal, with one or more other Bidders, the Bidders must designate the prime Bidder. The prime Bidder will be DSHS sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

17. Exhibits

Exhibits to this RFQQ are:

- Exhibit A - Bidder Certification and Assurances Form
- Exhibit B - Sample Contract
- Exhibit C - Map for Delivery of Proposals

Bidders should download a complete copy of this RFQQ and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www.dshs.wa.gov/ccs> or WEBS at <https://fortress.wa.gov/ga/webs/>. Bidders who experience difficulty downloading the documents should contact the RFQQ Coordinator.

18. Withdrawal of Proposals

After a Proposal has been submitted, a Bidder may withdraw its Proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request to withdraw the Proposal, signed by an authorized representative of the Bidder, must be submitted to the RFQQ Coordinator. After withdrawing a Proposal, the Bidder may submit another Proposal at any time up to the proposal submission date and time.

19. Notify Bidders

DSHS will notify the Apparently Successful Bidder in writing of its selection on or about the date and time specified in the Procurement Schedule, via mail, e-mail and/or fax. DSHS will also notify unsuccessful Bidders on or about the date and time specified in the Procurement Schedule.

20. Bidder Debriefing Conference

All Bidders may request a debriefing conference by submitting a request in writing to the RFQQ Coordinator by mail or fax by the date and time specified in the Procurement Schedule.

Debriefing conferences will be held in accordance with the Procurement Schedule. A debriefing conference may, at DSHS's option, be conducted either in person or by telephone and are limited to a maximum of one hour in length.

Discussion at the debriefing conference will be limited to the following:

- Critique of Proposal based on evaluators' comments; and
- Review of final score in comparison with other Bidders' final scores without identifying the other Bidders.

DSHS will not identify the other Bidders or allow review of their Proposals or evaluations during debriefing.

21. Protest

In order to Submit a Protest under this RFQQ, a Bidder must have submitted a Proposal for this RFQQ, and must have requested and participated in a debriefing conference.

The following is the process for filing a Protest:

a. Grounds for Protest. A Protest may be made based on these grounds only:

- (1) Mathematical errors were made by DSHS in computing the score;
- (2) DSHS failed to follow the procedures established in this RFQQ document, or to follow applicable State or federal laws or regulations; or
- (3) Bias, discrimination, or conflict of interest on the part of an evaluator.

b. Protest Form and Content

A Protest must state all of the facts and arguments upon which the Protest is based, and the grounds for the Protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the Protest must include:

- (1) The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;
- (2) The RFQQ number and title;
- (3) A detailed and complete statement of the specific action(s) by DSHS under protest;
- (4) The grounds for the Protest;
- (5) Description of the relief or corrective action requested.

Bidders may attach to their Protest any documentation they have to offer in support.

c. Submitting a Protest

Protests must be in writing and must be signed. Bidders must mail or hand-deliver their Protest to the RFQQ Coordinator. Protests may not be submitted by fax or email. DSHS must receive the written Protest within five (5) business days after the debriefing conference.

d. Protest Process

The RFQQ Coordinator will forward the Protest to the DSHS designated Protest Coordinator with copies of the following:

- (1) This RFQQ and any amendments;

- (2) The protesting Bidder's Proposal;
- (3) The evaluators' scoring sheets; and
- (4) Any other documents showing evaluation and scoring of the Proposal in question.

DSHS will follow these procedures in reviewing a Protest:

- (1) DSHS will conduct an objective review of the Protest, based on the contents of the written Protest and the above materials provided by the RFQQ Coordinator.
- (2) DSHS will send the Protestor a written decision within five (5) business days after DSHS receives the Protest, unless more time is required to review the Protest and make a determination. The protesting Bidder will be notified by the RFQQ Coordinator if additional time is necessary.

DSHS will make a final determination of the Protest and will either:

- (1) Find that the Protest lacks merit and uphold DSHS's actions;
- (2) Find that any errors in the RFQQ process or in DSHS's conduct did not influence the outcome of the RFQQ, and uphold DSHS's actions; or
- (3) Find merit in the Protest and provide options for corrective action by DSHS which may include:
 - (a) That DSHS correct any errors and re-evaluate all Proposals affected by its determination of the Protest;
 - (b) That DSHS reissue the RFQQ document; or
 - (c) That DSHS make other findings and take such other action as may be appropriate.

22. Execution of the Contract

The Apparently Successful Bidder is expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit B.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFQQ and the terms of the winning Proposal.

If the Apparently Successful Bidder fails or refuses to sign the contract or any subsequent amendment within ten (10) business days of delivery, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior

written approval of DSHS.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

SECTION C. PROPOSAL CONTENTS

The Bidder must answer all questions and must include all items requested in the order requested for the Proposal to be considered responsive. The Bidder must address every section of the RFQQ, even though certain items may not be scored.

1. Administrative Requirements (Section 1 of Proposal Binder)

The Bidder must respond to each item in the same order in which they appear.

a. Letter of Submittal

Bidders must include a signed Letter of Submittal on Bidder's official business letterhead stationery as the first page of Section 1. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of RFQQ #1034-369.

The Bidder's Letter of Submittal must include the following:

- (1) Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- (2) The name of the contact person for this RFQQ;
- (3) A detailed list of all materials and enclosures included in the Proposal;
- (4) A list of all RFQQ amendments downloaded by the Bidder from the DSHS Procurements Web site and/or WEBS, if applicable, and listed in order by amendment number and date. If there are no RFQQ amendments, the Bidder must include a statement to that effect;
- (5) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (6) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information; and
- (7) Any statements describing variations between the Bidder's Proposal and the requirements of this RFQQ.

b. Bidder Certification and Assurances Form

Bidders must submit a completed Bidder Certification and Assurances Form, Exhibit A. Please sign and include any attachments that are necessary.

c. Reference Section

The Bidder must provide a list of at least three (3) references of entities for which the Bidder has performed similar services. The references should

include the names, telephone numbers, dates of services, and a brief description of the similar services the Bidder provided them in the past.

d. Compliance with state ethics law RCW 42.52

Bidder must include a list identifying current and former state employees, if any, that are employed by, or subcontracted with, the bidder. The list must include the name of the employee or subcontractor, their employment history with the State of Washington, and their involvement with the response to, or their role in providing the proposed services, under this solicitation.

If the bidder has no employees or subcontractors that are current or former employees of the state of Washington then the bidder should indicate "No current or former state employees" on a sheet of paper labeled "Compliance with state ethics law RCW 42.52"

2. **Management, Experience, and Qualifications Proposal (Section 2 of Proposal Binder)**

The total number of available points is 80 points.

General Requirements: In this section, the Bidder is to provide a description of the Proposal which is consistent with the goals and objectives of the project and demonstrates the Bidder's understanding of the skills and resources required to successfully accomplish the objectives of the project and assure timely completion of deliverables.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

a. **Management**

- (1) **(10 points)** Summarize the overall services, to give evaluators a strong general overview of the Management Approach to the Project including:
 - (a) The Bidder's ability and willingness to work cooperatively with DSHS.
 - (b) A description of the Bidder's understanding of the scope and objectives of the project and explanation of how the Bidder will meet the requirements specified in the RFQQ.
 - (c) Any unique qualifications of the Bidder's team.
- (2) **(10 points)** Overall Project Approach – Describe the overall approach to project organization and staffing, including the following:
 - (a) A listing, by name, of the persons who will act as:
 - i. (1) project manager; and
 - ii. (2) lead analyst.

The Proposal must provide resumes for each person, and must describe knowledge, skills, and abilities, as well as relevant experience with similar projects.

- (b) The minimum number of project staff assigned to this project throughout the Contract period.

(c) The geographical location of assigned staff, and the extent to which staff will be accessible to the MITA SS-A Project Team. The Bidder must agree that all staff assigned to this project will be geographically located within the country of the United States of America for the duration of the Contract.

(3) **(10 points)** Tasks and Deliverables

Specify the tasks and deliverables envisioned for this project, including a description of your general approach to deliverables development including Acceptance Criteria, and deliverable review cycles.

(4) **(10 points)** Project Work Plan

Submit a proposed Project Work Plan. The Work Plan should provide detailed information including proposed tasks, deliverables, schedule, task dependencies, and resource requirements.

b. Experience and Qualifications

(1) **(10 points)** List your experience in Medicaid and its interaction with the health industry and 5 years experience with projects across the breadth of Medicaid.

(2) **(10 points)** Describe in detail any experience relevant to the tasks in this RFQQ including experience with MITA SS-A and government health and social service agencies. Also include a description of recent participation in MITA work groups, either in private sector or state work groups or participation in MITA/MMIS conference activities.

(3) **(10 points)** List your recent experience in development of a MITA SS-A. Describe recent experience of successfully performing work on projects similar in size and scope to those listed in this RFQQ.

(4) **(10 points)** Describe specific ProviderOne knowledge or experience, if any.

3. **Cost Proposal (Section 3 of Proposal Binder)**

General Requirements: DSHS is seeking a fixed-price deliverables-based contract not to exceed \$450,000 for fulfilling all requirements. In this section of the proposal, the Bidder is to identify all costs including expenses to be charged for performing the tasks necessary to accomplish the objectives of the contract for each phase. The cost proposal must be based on the deliverables and scope of work. It must reflect all costs associated with meeting the requirements and services listed in the RFQQ and being offered by the Bidder as part of the Bidder's response. Evaluation of the cost proposal will be based upon the total fee for the project in accordance with the scoring section. Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFQQ. Bidders are required to collect and pay Washington State sales tax, if applicable.

Cost Proposal

Propose a fixed price that includes all Deliverables and satisfies requirements identified in this RFQQ.

The total number of available points is 20.

The Procurement Coordinator will calculate the bidders' scores for the cost proposal as follows:

The lowest cost proposal offered by a responsive bidder will be awarded 20 points. The other bidders' cost proposals will be awarded a portion of the 20 possible points by dividing the amount of the lowest cost proposal by the amount proposed by each other bidder and then multiplying the result by the 20 point maximum and rounding to the nearest whole number.

e.g. Lowest cost proposal = \$200,000

 Bidder's cost proposal = \$250,000

 \$200,000 divided by \$250,000 = 0.80

 0.80 x 20 points possible = 16 points

SECTION D. EVALUATION

1. Evaluation Procedure

DSHS shall designate an evaluation team to review, evaluate and score Bidder Proposals. DSHS, at its sole discretion, will select finalists for an oral presentation, if oral presentations are held. Evaluators will evaluate and score the oral presentations of Bidders selected as finalists.

2. Proposal Evaluation

DSHS will initially screen each Proposal to determine if the Bidder has complied with the stated Administrative Requirements and Submittal Instructions. If a Proposal does not meet all Administrative Requirements for this RFQQ, DSHS may consider the Proposal non-responsive and may withdraw it from consideration at any time. If a Proposal meets all Administrative Requirements, evaluators will score and award points up to the maximum points available for each question. A bidder's score for the cost proposal will be calculated by the Procurement Coordinator

3. Scoring of Proposals

The maximum number of evaluation points available is 125. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Proposal for evaluation purposes:

WRITTEN PROPOSAL

Management Approach Proposal – 40%	40 Points
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Experience and Qualifications- 40%	40 Points
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Cost Proposal - 20%	20 Points
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Sub-Total (for Written Proposal)	100 Points
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Oral Presentations [optional]	(25 Points)
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TOTAL	125 Points
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4. Evaluation of Oral Presentations

DSHS may, after evaluating the written Proposals, elect to schedule oral presentations. The RFQQ Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their

qualifications, experience, and background relevant to this RFQQ. These evaluators may include evaluators who reviewed the written Proposals or DSHS staff who will work with the successful Bidder(s). Evaluators will score the oral presentations in accordance with RFQQ requirements and evaluation criteria.

5. Final Determination of Apparently Successful Bidder(s)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s).

In doing so, DSHS management shall be guided, but not bound, by the scores awarded by the evaluators. Program staff and DSHS management shall determine which Proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the Health and Recovery Services Administration.

Any Bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, the reasons why DSHS selected a Bidder with a lower final score.